

Enterprise Incident Report January 2012

As of 2/23/2012

AGRC

First Contact Resolution

First contact resolution tracks DTS' efforts to resolve customer incidents on initial contact.

Cells displayed show the number of incidents resolved on first contact during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - First Contact Resolution			
			Critical	High	Low	FCR Total
AGRC	Application Services	Danielle Hood	0 0	0 0	1 0	1 0
		Ken Ainge	0 0	0 0	1 0	1 0
		Paul Lundell	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	3 0	3 0
	Capitol Desktop Support	Brian Bintz	0 0	0 0	1 1	1 1
		Tom Hanson	0 0	0 0	2 2	2 2
		Assigned to Individual Total	0 0	0 0	3 3	3 3
	Capitol Hosting	Danny Black	0 0	0 0	1 0	1 0
		Mike Tyrrell	1 0	0 0	0 0	1 0
		Mycah Mattox	0 0	2 0	0 0	2 0
		Assigned to Individual Total	1 0	2 0	1 0	4 0

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			Critical	High	Low	FCR Total
AGRC	Network Operations	Kelli Okumura	0	0	1	1
			0	0	0	0
		Assigned to Individual Total	0	0	1	1
			0	0	0	0
	Assigned Group Total		1	2	8	11
			0	0	3	3
Customer Company Total			1	2	8	11
			0	0	3	3

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Missed Initial Response

Missed initial response tracks DTS' efforts to respond to customer incidents in accordance with enterprise standards .

Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and

Critical within 30 clock minutes.

Cells displayed show the number of incident responses that missed the enterprise standards during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Initial Response			
			Critical	High	Low	MIR Total
AGRC	Application Services	Danielle Hood	0 0	0 0	1 0	1 0
		Ken Ainge	0 0	0 0	1 0	1 0
		Paul Lundell	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	3 0	3 0
	Capitol Desktop Support	Brian Bintz	0 0	0 0	1 0	1 0
		Tom Hanson	0 0	0 0	2 0	2 0
		Assigned to Individual Total	0 0	0 0	3 0	3 0
	Capitol Hosting	Danny Black	0 0	0 0	1 0	1 0
		Mike Tyrrell	1 0	0 0	0 0	1 0
		Mycah Mattox	0 0	2 0	0 0	2 0
		Assigned to Individual Total	1 0	2 0	1 0	4 0

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			Critical	High	Low	MIR Total
AGRC	Network Operations	Kelli Okumura	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	1 0	1 0
	Assigned Group Total		1 0	2 0	8 0	11 0
Customer Company Total			1 0	2 0	8 0	11 0

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Average Time To Initial Response

Average time to initial response tracks DTS' efforts in responding to customer incidents based upon established enterprise standards .
Enterprise standard response times are: Low within 1 business hour; Medium within 1 business hour; High within 1 clock hour; and
Critical within 30 clock hour minutes.

Cells displayed show the number of incidents and the average time it took DTS to respond to the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number -Average time in hours			
			Critical	High	Low	ATTIR Total
AGRC	Application Services	Danielle Hood	0 0.00	0 0.00	1 0.13	1 0.13
		Ken Ainge	0 0.00	0 0.00	1 0.11	1 0.11
		Paul Lundell	0 0.00	0 0.00	1 0.53	1 0.53
		Assigned to Individual Total	0 0.00	0 0.00	3 0.26	3 0.26
	Capitol Desktop Support	Brian Bintz	0 0.00	0 0.00	1 0.00	1 0.00
		Tom Hanson	0 0.00	0 0.00	2 0.49	2 0.49
		Assigned to Individual Total	0 0.00	0 0.00	3 0.32	3 0.32
	Capitol Hosting	Danny Black	0 0.00	0 0.00	1 0.33	1 0.33
		Mike Tyrrell	1 0.24	0 0.00	0 0.00	1 0.24
		Mycah Mattox	0 0.00	2 0.06	0 0.00	2 0.06
		Assigned to Individual Total	1 0.24	2 0.06	1 0.33	4 0.17

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			Critical	High	Low	ATTIR Total
AGRC	Network Operations	Kelli Okumura	0 0.00	0 0.00	1 0.14	1 0.14
		Assigned to Individual Total	0 0.00	0 0.00	1 0.14	1 0.14
	Assigned Group Total		1 0.24	2 0.06	8 0.28	11 0.23
Customer Company Total			1 0.24	2 0.06	8 0.28	11 0.23

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Missed Resolution

Missed resolution tracks DTS' efforts to resolve customer incidents in accordance with enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents that missed the enterprise resolution times during the reporting period.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Missed Resolution			
			Critical	High	Low	MR Total
AGRC	Application Services	Danielle Hood	0 0	0 0	1 0	1 0
		Ken Ainge	0 0	0 0	1 0	1 0
		Paul Lundell	0 0	0 0	1 0	1 0
		Assigned to Individual Total	0 0	0 0	3 0	3 0
	Capitol Desktop Support	Brian Bintz	0 0	0 0	1 0	1 0
		Tom Hanson	0 0	0 0	2 0	2 0
		Assigned to Individual Total	0 0	0 0	3 0	3 0
	Capitol Hosting	Danny Black	0 0	0 0	1 1	1 1
		Mike Tyrrell	1 0	0 0	0 0	1 0
		Mycah Mattox	0 0	2 0	0 0	2 0
		Assigned to Individual Total	1 0	2 0	1 1	4 1

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			Critical	High	Low	MR Total
AGRC	Network Operations	Kelli Okumura	0	0	1	1
			0	0	0	0
		Assigned to Individual Total	0	0	1	1
			0	0	0	0
	Assigned Group Total		1	2	8	11
			0	0	1	1
Customer Company Total			1	2	8	11
			0	0	1	1

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Average Time To Resolution

Average time to resolution tracks DTS' efforts to resolve customer incidents based upon established enterprise standards .

Enterprise standard resolution times are: Low within 6 business hours; Medium within 4 business hours; High within 3 clock hours; and

Critical within 2 clock hours.

Cells displayed show the number of incidents and the average time it took DTS to resolve the customer's problem.

Customer Company	Assigned Group	Assigned to Individual	Top Number - Total Incidents Bottom Number - Average time in hours			
			Critical	High	Low	ATTR Total
AGRC	Application Services	Danielle Hood	0 0.00	0 0.00	1 0.75	1 0.75
		Ken Ainge	0 0.00	0 0.00	1 0.13	1 0.13
		Paul Lundell	0 0.00	0 0.00	1 0.87	1 0.87
		Assigned to Individual Total	0 0.00	0 0.00	3 0.58	3 0.58
	Capitol Desktop Support	Brian Bintz	0 0.00	0 0.00	1 0.43	1 0.43
		Tom Hanson	0 0.00	0 0.00	2 1.17	2 1.17
		Assigned to Individual Total	0 0.00	0 0.00	3 0.93	3 0.93
	Capitol Hosting	Danny Black	0 0.00	0 0.00	1 17.53	1 17.53
		Mike Tyrrell	1 0.24	0 0.00	0 0.00	1 0.24
		Mycah Mattox	0 0.00	2 1.31	0 0.00	2 1.31
		Assigned to Individual Total	1 0.24	2 1.31	1 17.53	4 5.10

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			Critical	High	Low	ATTR Total
AGRC	Network Operations	Kelli Okumura	0 0.00	0 0.00	1 0.41	1 0.41
		Assigned to Individual Total	0 0.00	0 0.00	1 0.41	1 0.41
	Assigned Group Total		1 0.24	2 1.31	8 2.81	11 2.30
Customer Company Total			1 0.24	2 1.31	8 2.81	11 2.30

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Detail

INC000000439450	Scott T Davis	None	None	None		TIR Missed: No	0.14
	Network Operations	Kelli Okumura	AGRC	Low	Closed	TTR Missed: No	0.41
INC000000441335	Scott T Davis	Server	None	None		TIR Missed: No	0.11
	Capitol Hosting	Mycah Mattox	AGRC	High	Closed	TTR Missed: No	1.31
INC000000441335	Scott T Davis	Server	None	None		TIR Missed: No	0.00
	Capitol Hosting	Mycah Mattox	AGRC	High	Closed	TTR Missed: No	1.31
INC000000444874	Rick Kelson	PC/Laptop	Hardware	None		TIR Missed: No	0.34
	Capitol Desktop Support	Tom Hanson	AGRC	Low	Closed	TTR Missed: No	0.81
INC000000445118	Matt Peters	PC/Laptop	Error	None		TIR Missed: No	0.53
	Application Services	Paul Lundell	AGRC	Low	Closed	TTR Missed: No	0.87
INC000000446087	Spencer Jenkins	Mobile Devices	Error	iPhone		TIR Missed: No	0.13
	Application Services	Danielle Hood	AGRC	Low	Closed	TTR Missed: No	0.75
INC000000447381	Scott T Davis	None	None	None		TIR Missed: No	0.33
	Capitol Hosting	Danny Black	AGRC	Low	Closed	TTR Missed: Yes	17.53
INC000000450212	Matt Peters	PC/Laptop	Performance	None		TIR Missed: No	0.63
	Capitol Desktop Support	Tom Hanson	AGRC	Low	Closed	TTR Missed: No	1.54
INC000000451297	Matt Peters	Application	Password	None		TIR Missed: No	0.11
	Application Services	Ken Ainge	AGRC	Low	Closed	TTR Missed: No	0.13
INC000000452686	Matt Peters	Server	None	None		TIR Missed: No	0.24
	Capitol Hosting	Mike Tyrrell	AGRC	Critical	Closed	TTR Missed: No	0.24
INC000000453456	Bert Granberg	Network	Error	None		TIR Missed: No	0.00
	Capitol Desktop Support	Brian Bintz	AGRC	Low	Closed	TTR Missed: No	0.43